Creating an Account and Logging On FAQ

Q: What is CHART (Civilian Hiring and Recruitment Tool)?

A: CHART is an acronym for the Department of the Navy's automated on-line application tool. It stands for Civilian Hiring And Recruitment Tool. It includes a *Search for Jobs; My Searches* a job search subscription service; *My Resume* an advanced Resume Builder; *My Status* a snapshot of your resume activity*; My Job Interests* a record of jobs you have applied on; and *My Notices* a list of notices you routinely receive. Check out the web site at www.donhr.navy.mil, Jobs, Jobs, Jobs or https://chart.donhr.navy.mil to see a complete listing of all the new features.

Q: Where can I find these CHART Tools?

A: Go to www.donhr.navy.mil and select Jobs, Jobs, Jobs or go directly to https://chart.donhr.navy.mil.

Q: I don't have an account. How do I create one?

A: Start at the CHART web site https://chart.donhr.navy.mil/ and click on **Create Account**. Fill in all the required fields and click on the "Create" button. You are now ready to use CHART.

Q: How do I log in?

A: Go to https://chart.donhr.navy.mil. Select the **Click HERE to Login to Your Account** button in the upper right hand corner. Type in your Social Security Number without dashes or spaces. Then type in your password and click on Submit.

Q: I keep getting in a loop. Every time I click a button, it takes me back to the login page.

A: This could be related to having cookies blocked on your computer. Make sure your internet browser options are set to the highest setting available (Med, Med High or High). Also, make sure you have your internet browser settings set to enable cookies. If those are not set up correctly, you will get into a loop where the system will keep asking you to log in. To fix this problem in Internet Explorer:

1. From your internet browser, click the Tools menu then select Internet Options.
2. Click the privacy or security tab. Click on the Earth/Internet Options. Then select Custom Options.
3. Scroll down to Cookies. Change the Settings from Block all Cookies to High or Med High.

Q: I'm concerned that I am inputting my Social Security Number. Is this site secure?

A: The site is secure as required by Federal regulation. Once you select the **Click HERE to Login to Your Account** button it takes you to a secure site. You will notice that the URL will change from http to https. The "s" at the end of this indicates it's secure. Any page that requires the transfer or submission of any type of privacy data will be secure.

Q: My contact information has changed (phone number, address, name). How do I update the system with my new contact information?

A: Log in and select *My Account* and then the red **Change Your Contact Information** link. Type in your new information and click the Update button.

Q: I can't get my overseas postal code to save?

A: We have requested a change to our Create Account to accommodate overseas postal codes. Until this programming change is made, please enter your overseas city and postal code under the second line of the mailing address street section. Then enter 11111 as the zip code.